

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with strikethrough. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 4-5, 7, and 12-15 herein without prejudice or disclaimer

Please AMEND claims 1-2 in accordance with the following:

1. (CURRENTLY AMENDED) A multi-channel processing control device comprising:

a process request determination unit ~~means for~~ accepting a plurality of process requests from a plurality of channels as communication ~~means between~~ a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on an indication of a classification ~~properties~~ of a channel that generates said process requests and based on services in a queue category;

a non-real-time processing administrating unit ~~means for~~ changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;

a real-time processing allocation unit ~~means for~~ allocating process requests determined to be real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

a non-real-time processing allocation unit ~~means for~~ allocating non-real-time processes administrated by said non-real-time processing administrating unit ~~means~~ to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process.

2. (CURRENTLY AMENDED) A multi-channel processing control method comprising:

accepting a plurality of process requests from a plurality of channels as communication

means between a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on an indication of a classification properties of a channel that generates said process requests and based on services in a queue category;

changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore; and

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process

3. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in claim 2, further comprising allocating a non-real-time process request currently being administrated to a most appropriate processing terminal, based on the priority level of the request and suitability of available processing terminals capable of processing said non-real-time process request.

4. - 7. (CANCELLED)

8. (PREVIOUSLY PRESENTED) A computer-readable storage medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer, the method comprising:

determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on services in a queue category;

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

administrating said non-real-time process request as well as a priority level therefor.

9. (PREVIOUSLY PRESENTED) A computer network capable of transmitting a computer program for a multi-channel control method, the computer network comprising:

a plurality of processing terminals;

a dispatcher determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on services in a queue category and allocating those real-time process requests to processing terminals that are currently available among the plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

a queue manager administrating said non-real-time process request as well as a priority level therefor.

10. - 15. (CANCELLED)